



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Providers and Managed Care Organizations (MCOs) participating in the impacted localities/surrounding areas in the Virginia Medical Assistance Programs

FROM: Cynthia B. Jones, Acting Director
Department of Medical Assistance Services

MEMO: Special

DATE: 7/14/2010

SUBJECT: MEDALLION Option for Warren County — Effective August 1, 2010

Optima Family Care exited six (6) localities in the Winchester area (Clarke, Frederick, Rappahannock, Shenandoah, Warren, and Winchester) on April 1, 2010.

In Warren County, however, the Department had a contract with only one health plan (Anthem HealthKeepers Plus). The Medicaid/FAMIS Plus individuals are required by our federal waiver to have choice between managed care options. Therefore, the Department has reinstated the MEDALLION Primary Care Case Management (PCCM) program for individuals residing in Warren County only. Medicaid/FAMIS Plus managed care eligible individuals will be allowed to choose between Anthem HealthKeepers Plus and the MEDALLION PCCM program beginning on August 1, 2010.

FAMIS and FAMIS MOMS enrollees residing in Warren County were assigned to Anthem HealthKeepers Plus effective April 1, 2010. These enrollees may contact the FAMIS Central Processing Unit (CPU) at 1-866-873-2647 (TDD: 1-888-221-1590) for information on other available options.

Impact on Providers

Providers should verify eligibility and MCO enrollment at each point of service. Eligibility verification information is provided at the end of this memo.

For information on contracting with the Department as a MEDALLION Primary Care Case Management (PCCM) provider, contact Provider Enrollment at 1-888-829-5373. Information about the MEDALLION program is also available on the DMAS website at http://dmasva.dmas.virginia.gov/Content_pgs/mc-medallion.aspx.

For information on contracting with any of the MCOs operating in these areas, refer to the contact information listed below:

MCO Provider Services Contact Information

Amerigroup Community Care	1-800-454-3730	www.amerigroupcorp.com
Anthem HealthKeepers Plus	1-800-901-0020	www.anthem.com
Virginia Premier Health Plan	1-800-727-7536	www.vapremier.com

Impact on Enrollees

All affected individuals have been notified via letter of these changes. All Medicaid and FAMIS Plus recipients enrolled in a managed care program may contact the Managed Care HelpLine at 1-800-643-2273 (TDD: 1-800-817-6608) or find more information about Managed Care at http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx on the DMAS website.

FAMIS and FAMIS MOMS enrollees should contact the FAMIS Central Processing Unit (CPU) at 1-866-873-2647 (TDD: 1-888-221-1590) for assistance with choosing a MCO or visit the website at www.famis.org.

ALTERNATE METHODS TO LOOK UP INFORMATION

Effective August 1, 2009, DMAS authorized users now have the additional capability to look up service limits by entering a procedure code with or without a modifier. Any procedure code entered must be part of a current service limit edit to obtain any results. The service limit information returned will pertain to all procedure codes used in that edit and will not be limited to the one procedure code that is entered. This is designed to enhance the current ability to request service limits by Service Type, e.g., substance abuse, home health, etc. Please refer to the appropriate Provider Manual for the specific service limit policies.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.